**Fig. 1**

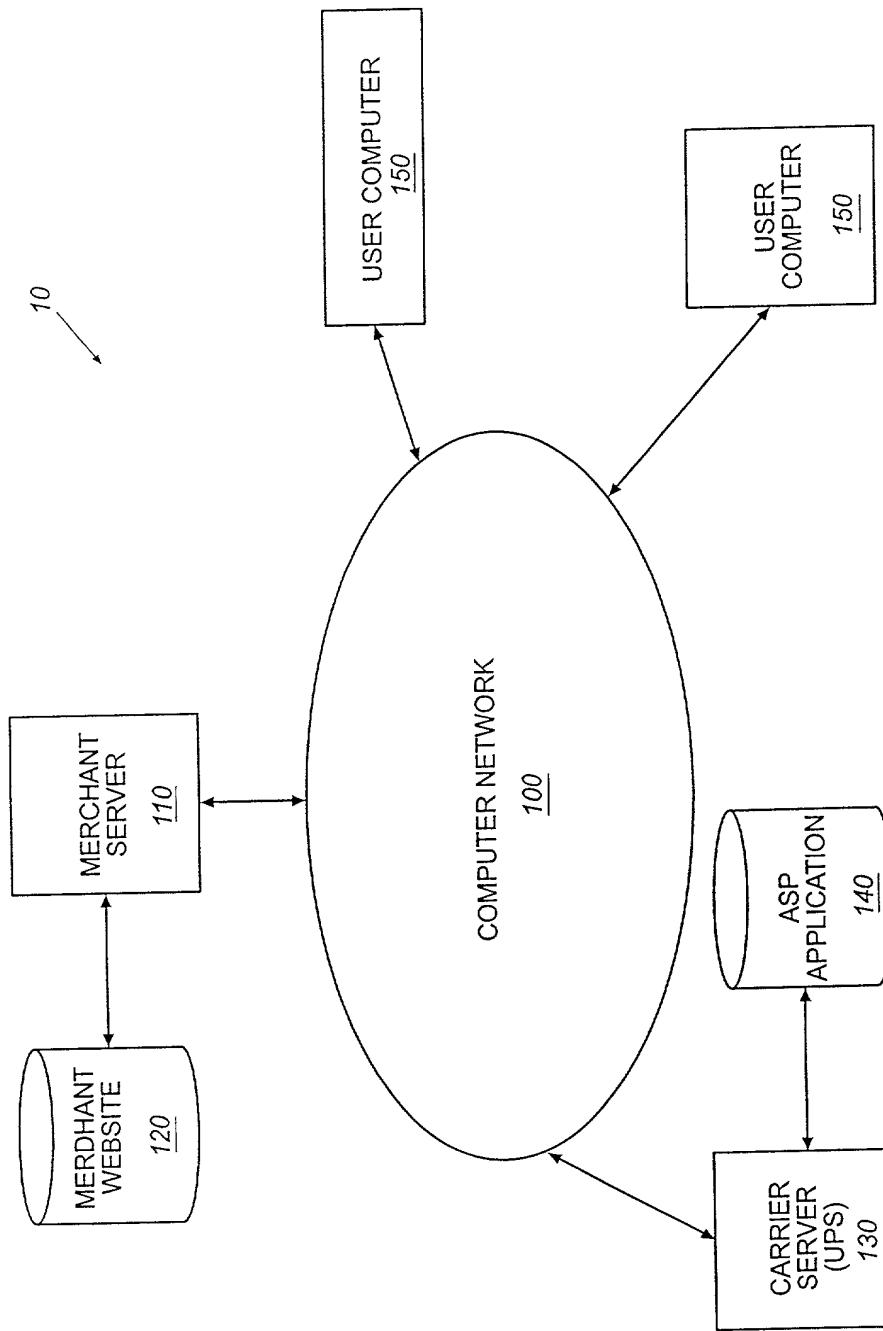


Fig. 2

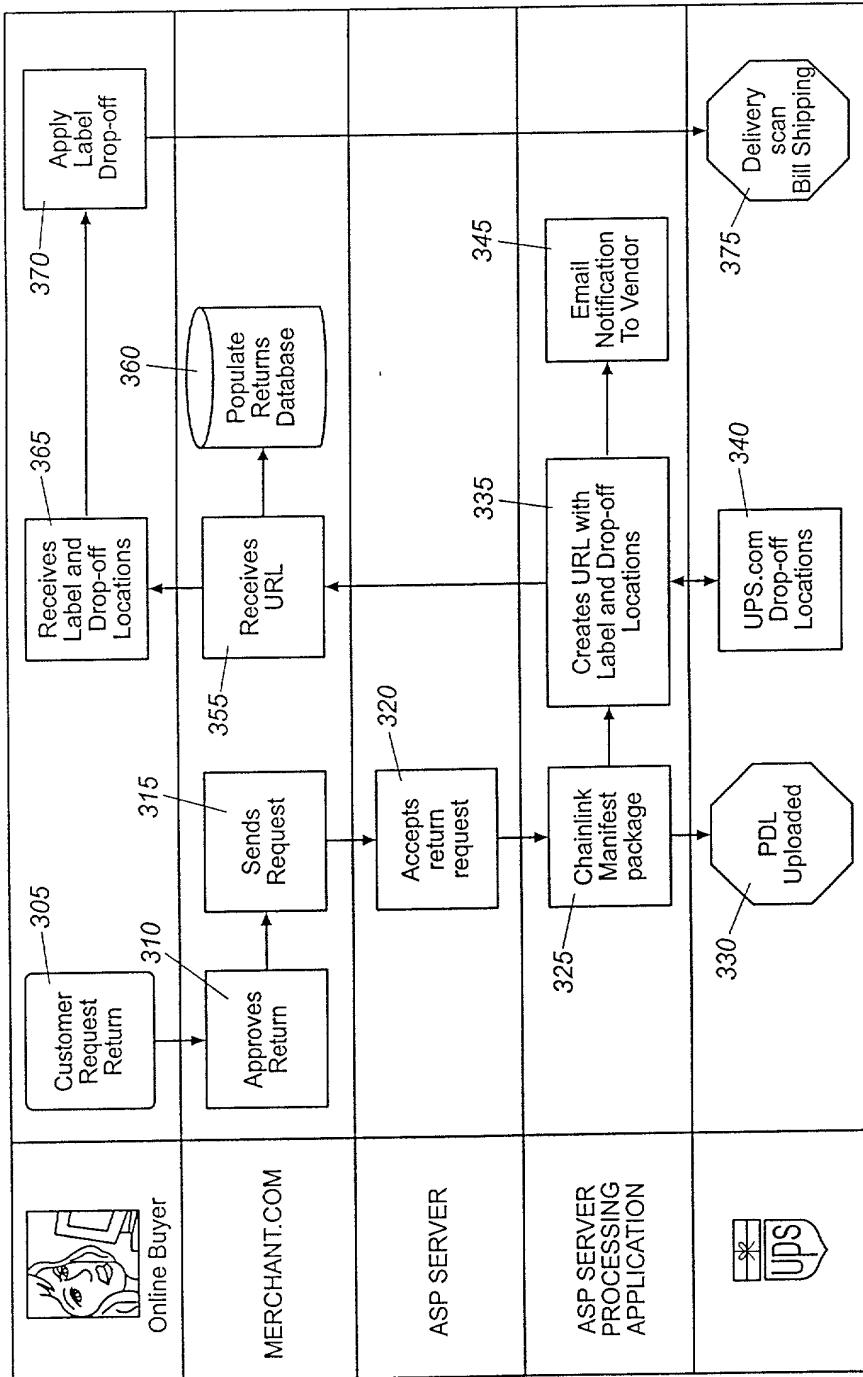
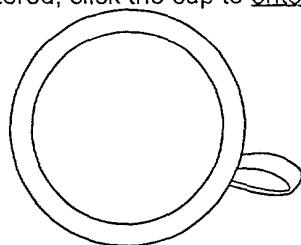


Fig. 3

4/11

♪ Welcome ♪

If you've already registered, click the cup to [enter the store](#).



If you are new to Volcano Coffee, you may [register now](#).

The Best Coffee on the Web.

The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

Fig. 4a

♪ Welcome ♪

Welcome back!

To start, enter your e-mail password then click the "continue" button.

E-Mail
Password

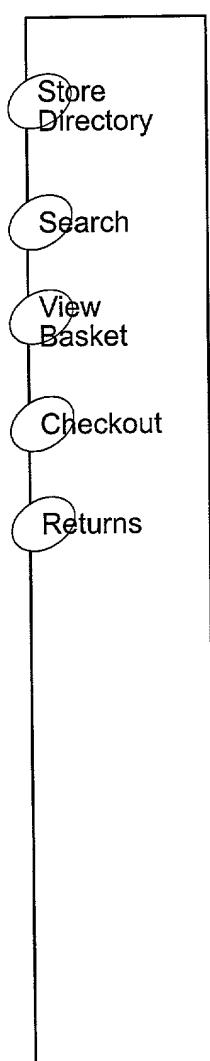
Continue

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Fig. 4b

≈ HISTORY ≈



Although Volcano Coffee has been business for only six years, it grew from a vision that was 90 years in the making. Bianca Fiorito, the great granddaughter of Anthony Patricelli, an Italian immigrant to Africa, had grown up watching, listening and learning the ways of planting, picking and brewing coffee beans. It had been her great grandfather's skill of survival, her grandfather's trade by birth, and her father's vision to one day own a specialty coffee shop of his own.

Those years represent a wealth of knowledge that allowed Bianca to make that dream for her family come true six years ago when she opened up the first Volcano Coffee in Seattle, Washington. Since then, she, along with her father Angelo and grandfather Salvator, has succeeded in opening 15 more stores in the Pacific Northwest. With three generations of collective expertise behind her, she hopes to carry on the traditions of excellence that were instilled in her so long ago

You can check on the status of your existing orders or select one of these option...



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Fig. 4c

PRODUCTS

Store Directory
Search
View Basket
Checkout
Returns
>Returns

Please select the Order Number that contains the item(s) to return from the list on the right.

123456
789012
654321
987654
<u>112233</u>

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Fig. 4d

PRODUCTS

Store Directory
Search
View Basket
Checkout
Returns
>Returns

Click on each item you wish to return.		
Description	Quantity	Item Number
Potbellied Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-6357

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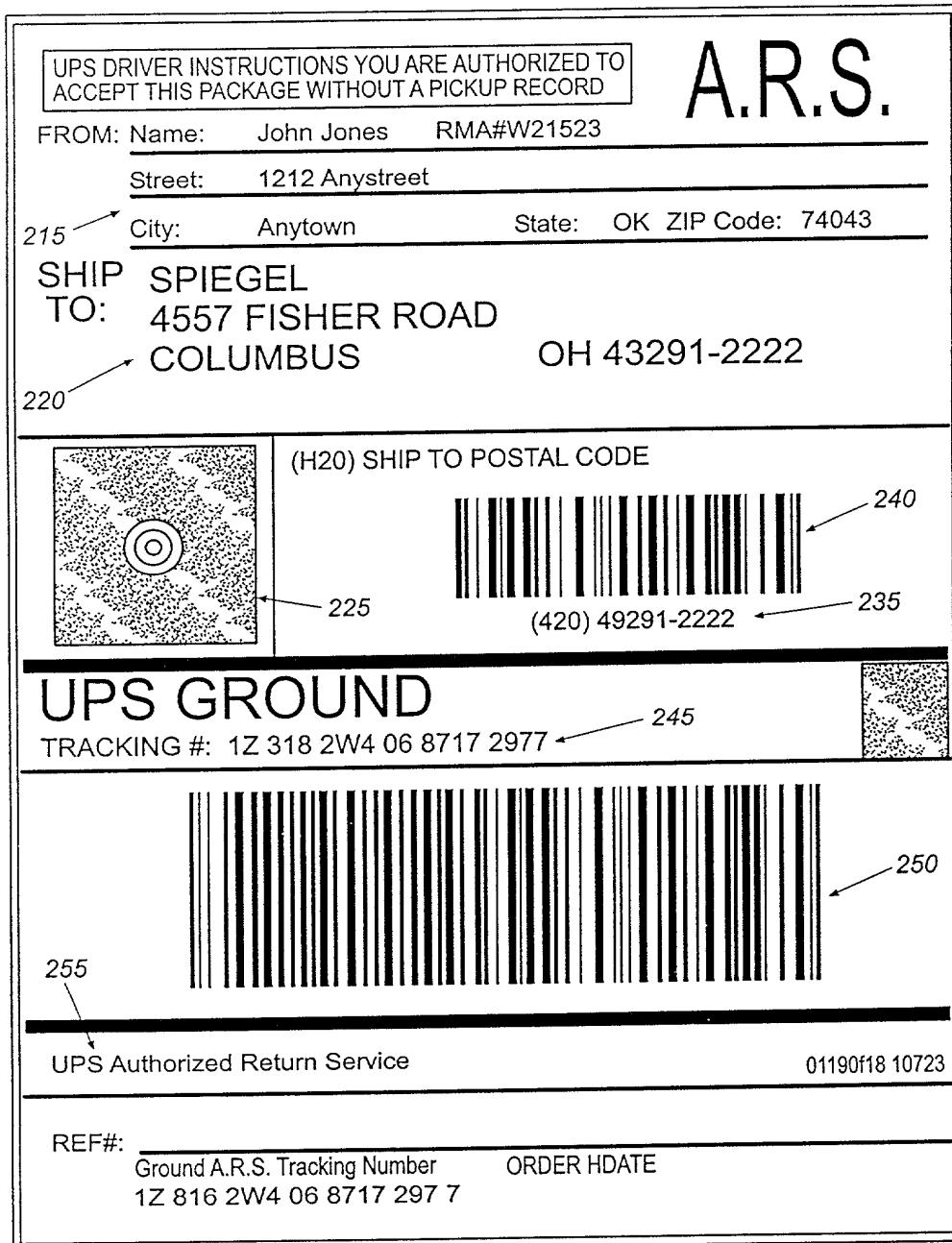
Fig. 4e

PRODUCTS																					
Click on each Item you wish to return. <table border="1"> <thead> <tr> <th>Description</th> <th>Quantity</th> <th>Item Number</th> </tr> </thead> <tbody> <tr> <td>Potbellied Teapot</td> <td>2</td> <td>987654-28</td> </tr> <tr> <td>Irish Creme</td> <td>1</td> <td>987654-7371</td> </tr> <tr> <td>Grinder</td> <td>3</td> <td>987654-VC07</td> </tr> <tr> <td>Volcano Sweatshirt</td> <td>1</td> <td>987654-VC42</td> </tr> <tr> <td>Mezzana Blend</td> <td>1</td> <td>987654-6357</td> </tr> </tbody> </table>				Description	Quantity	Item Number	Potbellied Teapot	2	987654-28	Irish Creme	1	987654-7371	Grinder	3	987654-VC07	Volcano Sweatshirt	1	987654-VC42	Mezzana Blend	1	987654-6357
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Items Being Returned <table border="1"> <thead> <tr> <th>Item</th> <th>Quantity</th> <th>Damaged</th> <th>Incorrect</th> <th>Yucky!</th> </tr> </thead> <tbody> <tr> <td>987654-28</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>				Item	Quantity	Damaged	Incorrect	Yucky!	987654-28	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>								
Item	Quantity	Damaged	Incorrect	Yucky!																	
987654-28	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																	
<input type="button" value="Submit Request"/>																					

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Fig. 4f



200

Fig. 5

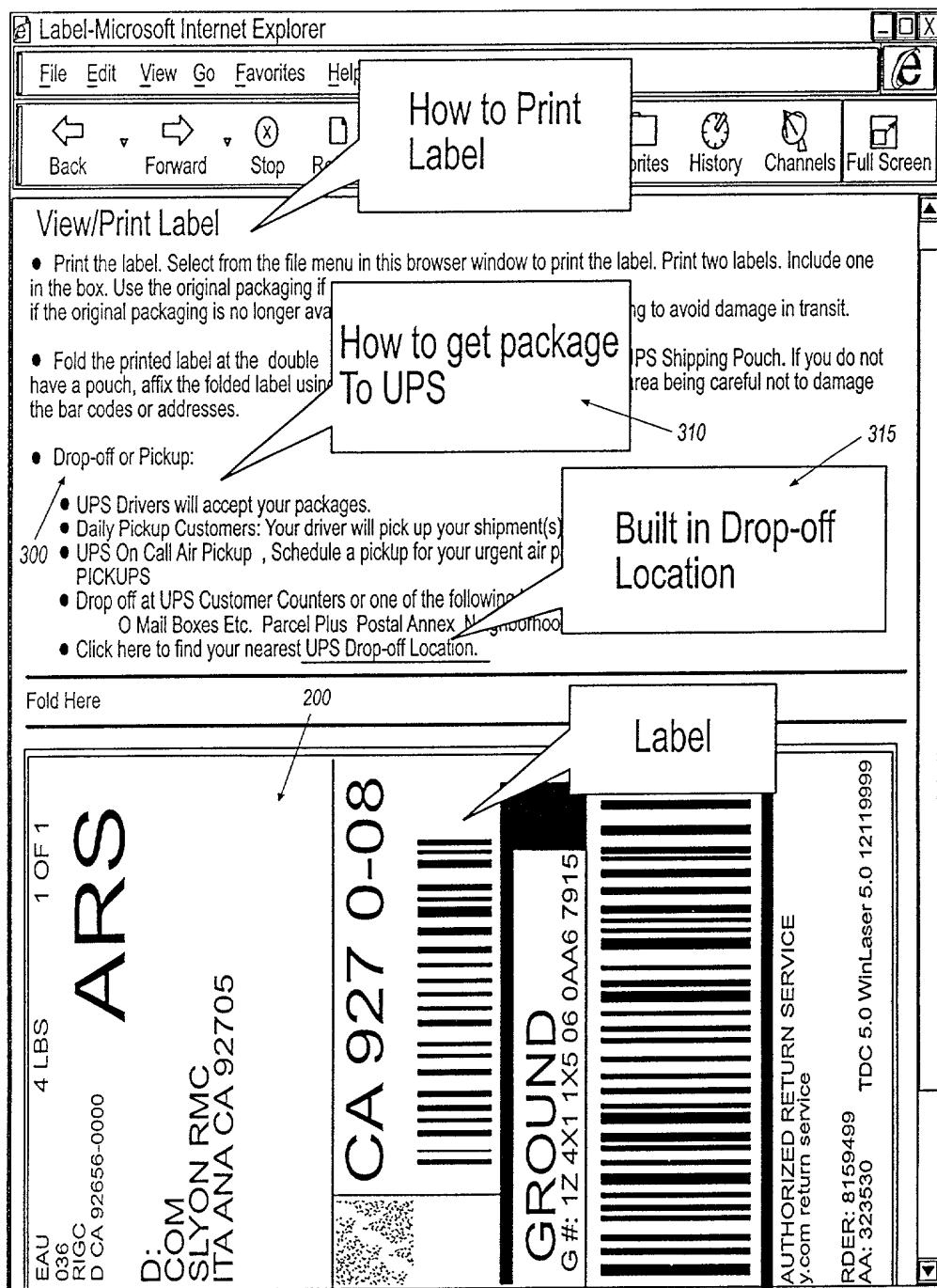


Fig. 6

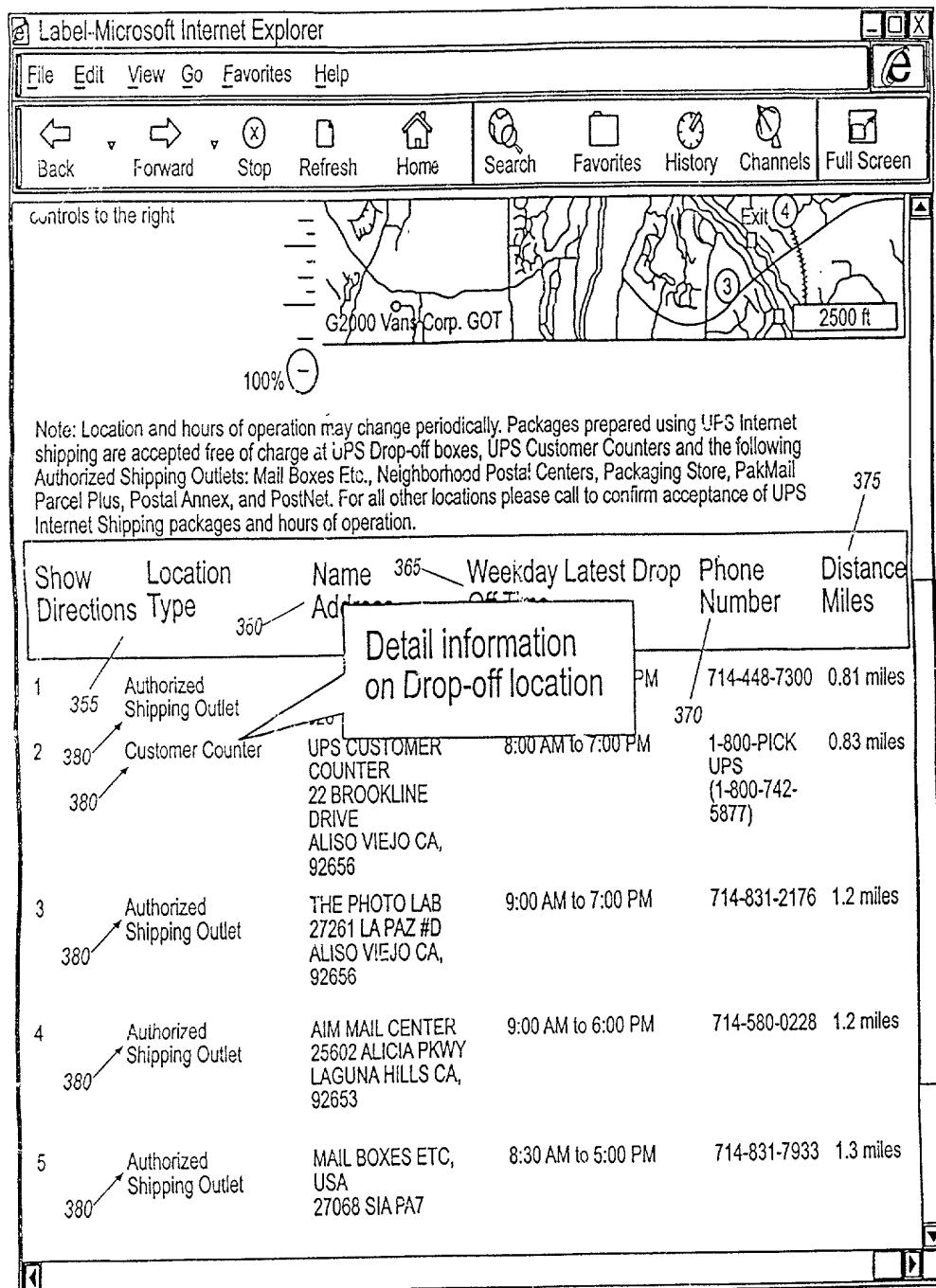


Fig. 7

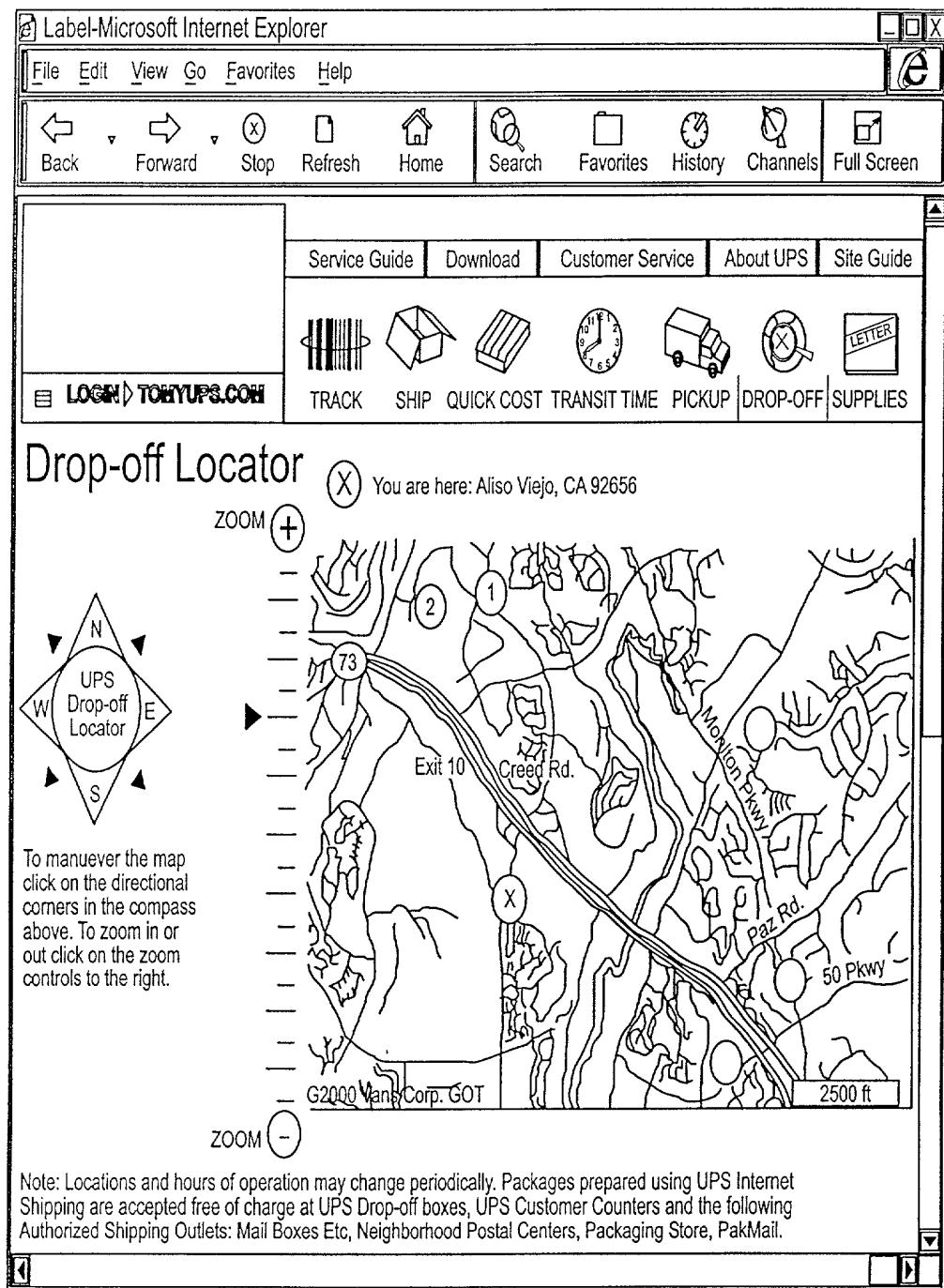


Fig. 8